Category	Indicator	Nov-17	Range Key		
Financials			**Celebrate**	**Monitor**	**Act Now**
	Cash on hand vs. budget	**<1%**	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	**>1%**	< budget	> 1-5%	> 5%+
	Patient receipts vs. budget	**<1%**	> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	**>2%**	> budget	< 1-5%	< 5%+
Patient Financials			**Celebrate**	**Monitor**	**Act Now**
	Coding productivity				
	Avg. # of new claims billed per day	615	>= 550	549-525	<= 524
	Pre-verifying productivity				
	Avg. # of new claims worked per day	587	>= 570	569-545	<= 544
	Overall productivity**				
	Avg. days to bill*	9	<=8	9-12	> 13
** Must be reported several months behind to calculate data					
Patient Satisfaction			**Celebrate**	**Monitor**	**Act Now**
	Overall satisfaction survey score - East*	93.27%	> 90%	90%	<90%
	Overall satisfaction survey score - West*	93.50%	> 90%	90%	<90%
*Top box excellent score for July - Sept 2017					
Technology			**Celebrate**	**Monitor**	**Act Now**
	Lost unit hours due to IT issues - East	11:32	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	9:11	<13 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours	0	0	0	> 0
Marketing/Communications/EMSAcare			**Celebrate**	**Monitor**	**Act Now**
	Public engagement				
	Media hits	112	> 175	125-175	< 125
	Website visits	50,398	> 10000	7000-10000	< 7000
	Social media impressions	47,766			
	Community events - East	11	> 10	8-10	< 8
	Community events - West	10	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	17	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	4	> 1	1	< 1
	EMSAcare				
	Utility program EMSAcare subscribers-Tulsa (Oct.'17)	79.3%			
	Utility program EMSAcare subscribers-OKC (Oct.'17)	72.0%			